



HR HelpDesk: The Right Advice, Right Now

Designed to service the needs of smaller businesses (5-75 employees), an HR Consultant responds to your inquiries, helping you manage and develop solutions to resolve people issues quickly. You will have access to the knowledge, experience and advice of a seasoned HR expert who can handle your unique human capital challenges. Our advice and service can save you time, stop small issues from becoming larger, and help you avoid larger legal bills.

All for less than a cup of coffee per employee per day!

HR HelpDesk: *Get expert advice you can count on when you need it.*

\$1.00 x _____ # of employees x 22 days (avg working month) = \$ _____ per month

Just a simple and affordable price, your small business can get the advice and assistance needed. Manage your human resource issues quickly and efficiently (see next page for common uses). With the HelpDesk service you get the advice and accompanying documents to bring your issues to a close.

Support Services: *Beyond just advice, we can offer solutions to meet your needs*

As a HelpDesk client you get an automatic 10% discount on HR services (see next page for examples) and preferred pricing from our other services of Payroll, Recruitment, and Staffing.

Total for 1-yr contract = \$ _____ per month

Save 5% with a 2-yr contract. Total for 2-yr contract = \$ _____ per month

Examples

<p>Letters</p> <ul style="list-style-type: none">• Promotion• Transfer• Relocation• Layoff• Job Abandonment <p>Basic Policies, such as:</p> <ul style="list-style-type: none">• Handbook Acknowledgement• Individual policies:<ul style="list-style-type: none">• Internet• Dress Code• Vacation• Workplace Harassment• Benefits <p>Performance Management</p> <ul style="list-style-type: none">• Hourly appraisal form• Sales appraisal form• Salaried appraisal form• Performance improvement letter• Discipline letters <p>Health & Safety</p> <ul style="list-style-type: none">• Accident Investigation Form• H & S Checklist• Workplace Inspection form• Functional Abilities form	<p>Orientation</p> <ul style="list-style-type: none">• Property Allocation form• New Hire Checklist• New Employee Sign-up form• Emergency Contact form <p>Compensation</p> <ul style="list-style-type: none">• Job Descriptions• Salary or Wage Adjustment letters <p>Absences</p> <ul style="list-style-type: none">• Absence Tracking form• Vacation/Leave Request form <p>Termination</p> <ul style="list-style-type: none">• Exit Interview Questionnaire• Termination checklist <p>Specialty Letters</p> <ul style="list-style-type: none">• Employment Contracts• Termination <p>Releases and Agreements</p> <ul style="list-style-type: none">• Confidentiality• Release and Indemnity• Independent Contractor• Mutual agreement terminations• Non-Compete Agreement
---	--

Consulting Projects

Every project is different and is priced accordingly. Please consult your Pivotal Sales Rep or HR HelpDesk consultant to discuss your project. Typical HR Projects include:

- Employee Handbook/Policy Manual (\$4,500-6,500)**
- Group Termination Planning (2hr/person - 5hrs for groups)*
- Outplacement (\$3,500)**
- Immigration (\$1,500 - 4,500)**
- Compensation Plans (\$1,250 per 5 positions)**
- Training (\$120/hour)
- Benefits Planning (\$120/hour)
- Complaint Investigation (\$120/hr)
- Performance Management (\$4500+)

*A flat rate minimum applies

** Project price based on specific requirements

Contract

Complete the following, sign and email or fax to Pivotal Integrated HR Solutions. An HR Consultant will confirm the agreement and forward a Welcome kit.

Email: info@pivotalolutions.com or Fax: 905.507.9718

Advice:	
\$1.00 x _____ # of employees x 22 days (avg working month) =	\$
Subtract 5% Discount for 2-yr contract	(\$)
<i>Subtotal</i>	\$
GST (5%)	\$
TOTAL (PER MONTH)	\$

Confirmation of Order:

If you are in agreement with the foregoing, please indicate your acceptance by signing and returning a copy of this page.

Company Name		
Contact Name	Phone	
Email		
Address		
City	Prov.	Postal

Preferred Billing

<input type="checkbox"/> Invoice	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express
Card Holder Name		Signature	
Card #	Expiry		

Signature

Date

Standard Terms and Conditions

Your company name: _____ is henceforth referred to as "Client."

- a. Terms of Engagement. The term of this Agreement is 12 or 24 (circle one) months from the start date.
- b. Confidentiality. Pivotal will not, during the term of this Agreement or at any time thereafter, disclose to any person (other than any person designated by Client) any information of a confidential nature relating to Client and its business, except as may be required in providing the services hereunder or by law.
- c. Services. Pivotal will provide to Client such services as may be agreed by the parties including those services listed on our letter.
- d. Number of Employees. With the exception of mergers, acquisitions, or layoffs 10% or greater, the number of employees for the purposes of calculating monthly service fees will be done on an annual basis based on the signature date of the Agreement. Client is obligated to alert Pivotal to any aforementioned exceptions.
- e. Billing. Fees will be invoiced or charged monthly based on Agreement start date. Invoiced fees are due within 21 days. Late payments will be subject to interest equal to 2% per month.
- f. Heavy Use. Pivotal reserves the right to adjust fee levels for clients who experience above average usage.
- g. Renewal. Pivotal will contact the Client prior to end of Agreement to determine future service level requirements. If no cancellation notice is provided, Pivotal will continue billing on a monthly basis. Fee adjustments may be applicable.
- h. Default/Termination. This Agreement may be terminated by either Client or Pivotal upon 30 days written notice to the other party. In addition, Pivotal may at its option immediately terminate this Agreement if Client fails to pay any amount when same becomes due, breaches any provision hereof, becomes insolvent, commits an act of bankruptcy, seeks any arrangement with its creditors, or a trustee, receiver, or similar office is appointed for a substantial part of its property with or without its consent.
- i. Warranty. Pivotal represents and warrants that the Services provided hereunder will be provided in a manner consistent with good business practice. Pivotal agrees to provide human resource advice and expertise to Client in the areas outlined in Service proposal. It will at all times be Client's sole responsibility to decide which advice and which expertise is appropriate in its particular situation. Client accepts and agrees that it cannot delegate its responsibility for operating its company to Pivotal and at all times has the right to ignore the advice given by Pivotal. Pivotal will carry an Errors & Omissions Policy in the amount of at least One Half Million Dollars.
- j. Limitations. The warranties provided in this Agreement are in lieu of and exclude all other warranties, guarantees or conditions, written or oral, statutory, express or implied, including without limitation any warranty as to merchantability or fitness for a particular purpose. In no event will Pivotal be responsible for special, indirect, incidental or consequential damages, which Client may incur or experience on account of entering into or relying on this Agreement. Pivotal's maximum liability pursuant to this Agreement shall be limited to the lesser of: (i) the amount of actual damages incurred by Client; or (ii) one month's average actual total monthly charges paid by Client to Pivotal for the specific Services on which Client's claim is based. Pivotal shall not be liable or deemed to be in default for any delay or failure under this Agreement or for interruption in the Services resulting, directly or indirectly, from any cause beyond Pivotal's reasonable control.
- k. Hiring Pivotal Staff. Client agrees that during this Agreement and for a period of twelve (12) months following the termination of this Agreement, it will not solicit or offer employment to Pivotal employees engaged in any efforts under this Agreement without Pivotal's prior written approval. If Client a Pivotal employee during this period, Client agrees to pay Pivotal a placement fee equal to 50% of the employee's first year salary.